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**MODERATING-MEDIATING EFFECT OF RELIGIOUS
SPIRITUALITY AND WORK ENGAGEMENT:
ANTECEDENTS OF JOB PERFORMANCE**

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AND WORK ENGAGEMENT: ANTECEDENTS OF JOB PERFORMANCE**



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ABSTRACT

The effectiveness of nursing practices resulting in decreasing patient waiting time, increasing patients' satisfaction, as well as sustaining high-quality healthcare delivery as a whole. Thus, it is crucial to evaluate nurses' performance in taking an active part to act quickly and effectively. Yet, patients' satisfaction is no longer limited to diagnosis and treatment, but services and care they receive. Caring processes have a major influence in controlling patient experiences and formulating their expectations as well as their perceptions of nursing performance. Therefore, this study incorporated the caring process into nurses' performance criteria and aimed to recognize contributing factors to nurses' job performance. Precisely, this study examines the relationship between workload (WL), supervisor support (SS), moral competence (MC), work engagement (WE), and job performance (JP). This study treated WE as a mediating variable between WL, SS, MC, and JP. This study also incorporated the moderating effect of religious spirituality (RS) on the relationship between WL, SS, MC, and WE due to the inconsistent findings of previous studies that were found. A quantitative research design was conducted. Data were collected from four general hospitals in Peninsular Malaysia using a cross-sectional method. 718 questionnaires were distributed to 718 Staff Nurses who were sampled using a non-proportional quota sampling technique. Smart-PLS 3.2.8 was used in testing the study hypotheses. The statistical results of this study indicated that only the direct relationship between MC and JP as well as the direct relationship between WL, SS, and MC on WE were supported. The result also supports the positive significant relationship between WE and JP. In terms of mediation effect, WE only mediate the relationship between SS, MC, and JP. While for the moderation results, RS was only found to have a significant moderating role in the relationship between SS and WE. Based on the findings, hospitals' management should give more focus on nurses' job demands-resources and personal resources to boost their work engagement as well as enhancing their job performance. Finally, the implications, limitations of the study, and future research direction were also discussed in this study.

Keywords: job performance, workload, supervisor support, moral competence, religious spirituality, work engagement

ABSTRAK

Keberkesanan amalan kejururawatan dapat mengurangkan masa menunggu pesakit, meningkatkan tahap kepuasan pesakit terhadap perkhidmatan yang disediakan, dan mengekalkan penjagaan kesihatan berkualiti tinggi secara menyeluruh. Oleh itu, penilaian terhadap prestasi amalan kejururawatan adalah sangat penting agar jururawat sentiasa aktif mengambil bahagian untuk bertindak dengan cepat dan berkesan. Namun, tahap kepuasan pesakit bukan lagi hanya terhad kepada diagnosis dan rawatan, tetapi juga berdasarkan perkhidmatan dan penjagaan yang diterima. Proses penjagaan pesakit memberi pengaruh yang besar terhadap pengalaman pesakit di hospital dan merumuskan jangkaan serta persepsi mereka terhadap prestasi amalan kejururawatan. Oleh itu, kajian ini merangkumkan proses penyayang ke dalam kriteria prestasi jururawat dan bertujuan untuk mengenali faktor penyumbang kepada prestasi kerja jururawat. Lebih tepat lagi, kajian ini menyelidik hubungan antara beban kerja (WL), sokongan penyelia (SS), kecekapan moral (MC), penglibatan kerja (WE), dan prestasi kerja (JP). Kajian ini menganggap WE sebagai pemboleh ubah perantara di antara WL, SS, MC, dan JP. Kajian ini juga menggabungkan kesan penyederhanaan kerohanian agama (RS) terhadap hubungan antara WL, SS, MC, dan WE berikutan penemuan yang tidak konsisten dalam kajian-kajian sebelum ini. Reka bentuk penyelidikan kuantitatif dijalankan. Data dikumpulkan dari empat buah hospital umum di Semenanjung Malaysia menggunakan kaedah keratan rentas. 718 borang soal selidik diedarkan kepada 718 orang jururawat am yang dijadikan sampel menggunakan teknik persampelan kuota tidak berkadar. Smart-PLS 3.2.8 digunakan dalam menguji hipotesis kajian. Hasil statistik dari kajian ini menunjukkan bahawa hanya hubungan langsung antara MC dan JP serta hubungan langsung antara WL, SS, dan MC pada WE yang disokong. Dapatan kajian juga menyokong hubungan signifikan yang positif antara WE dan JP. Dari segi kesan pengantaraan, WE hanya mengantarakan hubungan di antara SS, MC, dan JP. Untuk hasil penyederhanaan pula, RS didapati hanya mempunyai peranan penyederhanaan yang signifikan dalam hubungan antara SS dan WE. Berdasarkan dapatan tersebut, pengurusan hospital harus memberi lebih perhatian terhadap tuntutan pekerjaan jururawat-sumber dan sumber daya peribadi untuk merangsang penglibatan kerja serta meningkatkan prestasi kerja mereka. Akhir sekali, implikasi, batasan kajian, dan arah penyelidikan pada masa hadapan juga dibincangkan dalam kajian ini.

Kata kunci: prestasi kerja, beban kerja, sokongan penyelia, kecekapan moral, kerohanian agama, penglibatan kerja

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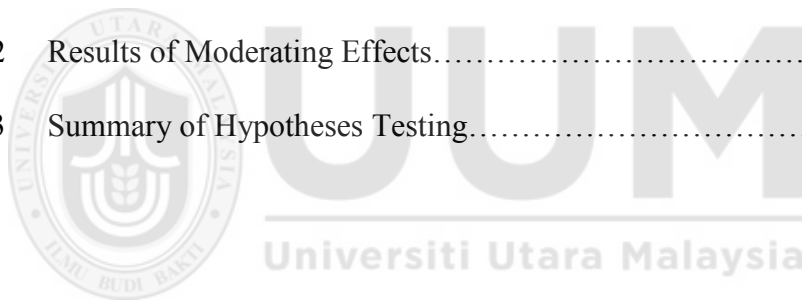
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LIST OF ABBREVIATIONS

Abbreviation	Description of Abbreviation
AVE	Average Variance Extracted
CFA	Confirmatory Factor Analysis
CR	Composite Reliability
CRC	Clinical Research Centre
DG	Director General
EFA	Exploratory Factor Analysis
ETP	Economic Transformation Programme
GH	General Hospital
GNI	Gross National Income
GoF	Goodness of Fit
HTAR	Hospital Tengku Ampuan Rahimah
HPP	Hospital Pulau Pinang
HSAJB	Hospital Sultanah Aminah Johor Bahru
HSNZ	Hospital Sultanah Nur Zahirah
IA-HOD-IA	Investigator Agreement, Head of Department and Institutional Approval
ICN	International Council of Nurses
MNB	Malaysian Nursing Board
MoH	Ministry of Health
MREC	Medical Research and Ethics Committee
NIH	National Institute of Health
NKEAs	National Key Economic Areas
NMBA	Nursing and Midwifery Board of Australia
NMRR	National Medical Research Registry
PLS	Partial Least Squares
PLS-SEM	Partial Least Squares Structural Equation Modelling
Smart-PLS	Smart-Partial Least Squares
SN	Staff Nurse
SPSS	Statistical Package for Social Sciences
WHO	World Health Organization

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CHAPTER ONE

INTRODUCTION

1.1 Background of Study

Malaysia's healthcare has achieved remarkable success due to its world-class quality healthcare, which is easily accessible and competitively affordable. This also due to its equitable primary health care delivered at rock-bottom prices (Provident, 2014). According to the “Malaysian Investment Development Authority”, Malaysia recognized by International Living’s Annual Global Retirement Index as the ‘Best Country in the World for Healthcare’. It also stated that in 2015 and 2016 consecutively, Malaysia was crowned by the International Medical Travel Awards 2016 as the ‘Medical Travel Destination of the Year’ (International Living’s Annual Global Retirement Index, 2016). This indicated by the increasing number of health travelers from 641,000 to 882,000 people (in the year 2011 up to 2014) which most of them are medical tourists from South-East Asia. Based on the aforementioned achievements, it can be seen that the potency of Malaysia as a preferred healthcare travel destination for the world is increasing. Thus, there is a need to enhance the overall quality of Malaysia's healthcare, either quality of services, quality of care, quality of specialist care, quality of medication, or the quality of human resources (nurses and doctors in particular).

The healthcare industry in Malaysia also has become a powerful engine of economic growth due to demographic shifts (aging population, changing disease patterns, life expectancy, etc.) as well as rising per capita incomes (Onn, 2015), greater affluence and changing lifestyles (Economic Transformation Programme, 2011). Knowing that understanding the economic progress and the health of the nation generally comes hand in hand (Hee & Kamaludin, 2016), the Malaysia Government highlights healthcare as

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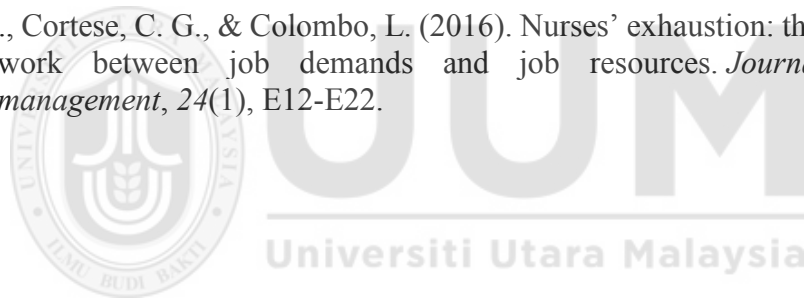
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APPENDICES

Appendix A: Questionnaire



Othman Yeop Abdullah
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Dear respected respondents,

I am doctoral student at Universiti Utara Malaysia (UUM), engaged in a study on **"The Antecedents of Job Performance: The Moderating-Mediating Effect of Religious Spirituality and Work Engagement"**. This research is conducted to fulfill requirements for the degree of doctoral of philosophy in management at the university.

I am seeking your assistance in completing the questionnaire attached. Your participation in this study is completely voluntary. However, as this study is important for me and for the hospital administrators in improving your work experience, I would like you to spend a little time to answer the questions.

Your answers are very important to the accuracy of my study. All information given by respondent will be classified as **STRICTLY CONFIDENTIAL** and will be used for academic purpose only.

Thank you very much for your cooperation and your views are highly appreciated.

Should you have any queries regarding this research, please do not hesitate to contact me:

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E-mail: oviashah@gmail.com

SECTION A: DEMOGRAPHICAL BACKGROUND

Please answer the following questions concerning your demographic. Please tick (✓) your answer at the box provided.

Sila jawab soalan berikut yang berkaitan dengan demografi anda. Sila tandakan (✓) pada jawapan anda di kotak yang telah disediakan

Gender:

Jantina:

Male:

Lelaki:

☐

Female:

Perempuan:

☐

Age:

Umur:

☐ < 25

☐ 31-35

☐ 26-30

☐ > 35

Educational qualification:

Kelayakan Pendidikan:

Diploma in Nursing:

Diploma Kejururawatan:

☐

Bachelor's Degree in Nursing:

Ijazah Sarjana Muda Kejururawatan:

☐

Master's Degree in Nursing:

Ijazah Sarjana dalam Kejururawatan:

☐

Doctoral Degree in Nursing:

Ijazah Kedoktoran dalam Kejururawatan:

☐

Marital status:

Status Perkahwinan:

Single:

Bujang:

☐

Married:

Berkahwin:

☐

Divorced:

Bercera:

☐

Widowed:

Janda:

☐

Currently serving in hospital (Specify):

Kini berkhidmat di hospital (Nyatakan):

Total number of years working as a nurse:

Jumlah tahun anda bekerja sebagai jururawat:

☐ < 1

☐ 5-10

☐ 1-5

☐ > 10

Total number of years working in this hospital:

Jumlah tahun anda bekerja di hospital ini:

☐ < 1

☐ 5-10

☐ 1-5

☐ > 10

Basic salary per month:

Gaji pokok sebulan:

☐ < RM 3000

☐ 5000-6999

☐ 3000-4999

☐ > RM 7000

I currently serving in ward:

Saya kini berkhidmat di wad:

Medical	<input type="checkbox"/>	O&G	<input type="checkbox"/>
Surgical	<input type="checkbox"/>	Orthopedic	<input type="checkbox"/>
ICU	<input type="checkbox"/>	Psychiatric	<input type="checkbox"/>
Pediatric	<input type="checkbox"/>	Pediatric	<input type="checkbox"/>
Medical	<input type="checkbox"/>	Surgical	<input type="checkbox"/>

Total number of years working in this ward:

Jumlah tahun anda bekerja di wad in:

☐ < 1

☐ 5-10

☐ 1-5

☐ > 10

SECTION B: JOB PERFORMANCE

Please identify the practices that most accurately reflect your own. (Please circle your answer).

Sila kenal pasti amalan yang paling tepat menunjukkan diri anda sendiri. (Sila bulatkan jawapan anda)

1	2	3	4	5
Never	Rarely	Sometimes	Often	Always

1. I help patients by fulfilling their needs <i>Saya membantu pesakit dengan memenuhi keperluan mereka</i>	1	2	3	4	5
2. I achieve my goals by satisfying patients <i>Saya mencapai matlamat saya dengan memuaskan pesakit</i>	1	2	3	4	5
3. I have the patient's best interest in mind <i>Saya mengambil berat tentang kepentingan terbaik pesakit</i>	1	2	3	4	5
4. I get patients to discuss their needs <i>Saya mendapatkan pesakit untuk membincangkan keperluan mereka</i>	1	2	3	4	5
5. I influence patients with information rather than pressure <i>Saya mempengaruhi pesakit dengan maklumat dan bukannya tekanan</i>	1	2	3	4	5
6. I offer nursing care best suited to the patients' needs <i>Saya menawarkan penjagaan kejururawatan yang paling sesuai dengan keperluan pesakit</i>	1	2	3	4	5
7. I find out nursing care that most helpful to the patients <i>Saya mengetahui penjagaan kejururawatan yang paling berguna untuk pesakit</i>	1	2	3	4	5
8. I answer patient's question about nursing care correctly <i>Saya menjawab soalan pesakit mengenai penjagaan kejururawatan dengan betul</i>	1	2	3	4	5
9. I use nursing care to solve patient's problem <i>Saya menggunakan penjagaan kejururawatan untuk menyelesaikan masalah pesakit</i>	1	2	3	4	5
10. I give patients an accurate expectation of nursing care <i>Saya memberi pesakit jangkaan penjagaan kejururawatan yang tepat</i>	1	2	3	4	5
11. I figure out patient's needs <i>Saya mengetahui keperluan pesakit</i>	1	2	3	4	5

SECTION C: WORKLOAD

Please identify the practices that most accurately reflect your own. (Please circle your answer).

Sila kenal pasti amalan yang paling tepat menunjukkan diri anda sendiri. (Sila bulatkan jawapan anda)

1	2	3	4	5
Not at all	Sometimes	A few times	Many times	All the time

1. Did you have to work very fast? <i>Adakah anda perlu bekerja dengan pantas?</i>	1	2	3	4	5
2. Did you have too much work to do? <i>Adakah anda mempunyai terlalu banyak kerja yang perlu dilakukan?</i>	1	2	3	4	5
3. Did you consider your work mentally very challenging? <i>Adakah anda menganggap kerja anda secara mental sangat mencabar?</i>	1	2	3	4	5
4. Did your work demand a lot from you emotionally? <i>Adakah pekerjaan anda menuntut banyak dari anda secara emosi?</i>	1	2	3	4	5
5. Did you find your work physically strenuous? <i>Adakah Anda mendapati pekerjaan Anda secara fizikal berat?</i>	1	2	3	4	5

SECTION D: SUPERVISOR SUPPORT

Please indicate the extent of your agreement with the following statement. (Please circle your answer).

Sila nyatakan tahap persetujuan anda dengan pernyataan berikut. (Sila bulatkan jawapan anda).

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

1. My immediate supervisor is willing to listen to my job-related problems. <i>Penyelia langsung saya bersedia untuk mendengar masalah yang berkaitan dengan pekerjaan saya.</i>	1	2	3	4	5
2. My immediate supervisor shows a lot of concern for me on my job. <i>Penyelia terdekat saya memperlihatkan banyak perhatian kepada tugas saya</i>	1	2	3	4	5
3. My immediate supervisor can be relied on when things get tough on my job <i>Penyelia langsung saya boleh diandalkan apabila keadaan menjadi sukar di dalam kerja saya</i>	1	2	3	4	5
4. My immediate supervisor care about my well-being <i>Penyelia langsung saya peduli dengan kesejahteraan saya</i>	1	2	3	4	5

SECTION E: EMOTIONAL-MORAL COMPETENCE

Please identify the practices that most accurately reflect your own. (Please circle your answer).

Sila kenal pasti amalan yang paling tepat menunjukkan diri anda sendiri. (Sila bulatkan jawapan anda)

1	2	3	4	5
Never	Rarely	Sometimes	Often	Always

1. Demonstrate patience when taking care of the patient. <i>Menunjukkan kesabaran ketika merawat pesakit.</i>	1	2	3	4	5
2. Show respect to the patient <i>Menunjukkan rasa hormat kepada pesakit</i>	1	2	3	4	5
3. Avoid rushing into judgment about the patient <i>Mengelak daripada tergesa-gesa menilai pesakit</i>	1	2	3	4	5
4. Keep the secrets of the patient (unless there is risk to the patient or the others) <i>Menjaga rahsia pesakit (kecuali ada risiko pada pesakit atau orang lain)</i>	1	2	3	4	5
5. Never discuss the patient's issues in presence of others <i>Tidak pernah membahaskan masalah pesakit di hadapan orang lain</i>	1	2	3	4	5
6. Observe the patient's rights (e.g. privacy, right to decide about treatment, etc.) <i>Memerhati hak pesakit (cth: Privasi, hak untuk membuat keputusan tentang rawatan, dll.)</i>	1	2	3	4	5
7. Show responsiveness and reliance in doing the assigned tasks <i>Menunjukkan respon dan kepercayaan dalam melakukan tugas yang diberikan</i>	1	2	3	4	5
8. Offer nursing care without discrimination or based on racial, cultural, and religious specifications <i>Menawarkan rawatan penjagaan tanpa diskriminasi atau berdasarkan spesifikasi kaum, budaya, dan agama</i>	1	2	3	4	5
9. Show respect in dealing with colleagues <i>Menunjukkan rasa hormat dalam berurusan dengan rakan sekerja</i>	1	2	3	4	5
10. Show honesty in their interaction with the patient <i>Menunjukkan kejujuran dalam interaksi mereka dengan pesakit</i>	1	2	3	4	5
11. Have the ability to control my own emotions (e.g. anger, anxiety, and fear) <i>Memiliki kemampuan untuk mengawal emosi saya sendiri (cth: Kemarahan, kebimbangan, dan ketakutan)</i>	1	2	3	4	5
12. Show eagerness and interest in taking care of the patient <i>Menunjukkan kesungguhan dan minat dalam merawat pesakit</i>	1	2	3	4	5

SECTION F: RELIGIOUS SPIRITUALITY

Please identify the practices that most accurately reflect your own. (Please circle your answer).

Sila kenal pasti amalan yang paling tepat menunjukkan diri anda sendiri. (Sila bulatkan jawapan anda)

1	2	3	4	5
Never	Rarely	Sometimes	Often	Always

1. I feel God's presence. <i>Saya merasakan kehadiran Tuhan</i>	1	2	3	4	5
2. I find strength and comfort in my religion. <i>Saya menemukan kekuatan dan keselesaan dalam agama saya.</i>	1	2	3	4	5
3. I feel deep inner peace or harmony. <i>Saya merasakan ketenangan jiwa yang mendalam atau keharmonian.</i>	1	2	3	4	5
4. I feel God's love for me, directly or through others. <i>Saya merasakan cinta Tuhan untuk saya, secara langsung atau melalui orang lain.</i>	1	2	3	4	5
5. I am spiritually touched by the beauty of creation. <i>Saya tersentuh secara rohani oleh keindahan ciptaan</i>	1	2	3	4	5
6. I think about how my life is part of a larger spiritual force. <i>Saya berfikir tentang bagaimana kehidupan saya adalah sebahagian dari kekuatan spiritual yang lebih besar.</i>	1	2	3	4	5
7. I work together with God as partners to get through hard times. <i>Saya bekerjasama dengan Tuhan sebagai rakan kongsi untuk melalui masa-masa sukar.</i>	1	2	3	4	5
8. I try to find the lesson from God in crises. <i>Saya cuba mencari pelajaran dari Tuhan ketika krisis.</i>	1	2	3	4	5
9. I look to God for strength, support, and guidance in crisis. <i>Saya mencari Tuhan untuk mendapatkan kekuatan, sokongan dan bimbingan ketika menghadapi krisis.</i>	1	2	3	4	5
10. I confess my sins and ask for God's forgiveness. <i>Saya mengakui dosa-dosa saya dan meminta pengampunan dari Tuhan.</i>	1	2	3	4	5
11. I involved my religion in understanding or dealing with stress situations in any way. <i>Saya melibatkan agama saya dalam memahami atau menangani situasi yang penuh tekanan dengan apa jua cara.</i>	1	2	3	4	5

SECTION G: WORK ENGAGEMENT

Please identify the practices that most accurately reflect your own. (Please circle your answer).

Sila kenal pasti amalan yang paling tepat menunjukkan diri anda sendiri. (Sila bulatkan jawapan anda)

	Never 1 None	Almost Never 2 A few times a year or less	Rarely 3 Once a month or less	Sometimes 4 A few times a month	Often 5 Once a week
1. At my work, I feel bursting with energy. <i>Saya merasa bertenaga di tempat kerja</i>	1	2	3	4	5
2. I find the work that I do full of meaning and purpose. <i>Saya berasa kerja yang saya lakukan sangat bermakna</i>	1	2	3	4	5
3. Time flies when I am working. <i>Apabila saya bekerja, saya rasa masa berlalu dengan cepat</i>	1	2	3	4	5
4. At my job, I feel strong and vigorous. <i>Di tempat kerja, saya berasa kuat dan bertenaga.</i>	1	2	3	4	5
5. I am enthusiastic about my job. <i>Saya bersemangat tentang kerja saya</i>	1	2	3	4	5
6. When I am working, I forget everything else around me. <i>Saya terlupa hal lain semasa saya bekerja</i>	1	2	3	4	5
7. My job inspires me. <i>Tugas saya memberi inspirasi kepada saya.</i>	1	2	3	4	5
8. When I get up in the morning, I feel like going to work. <i>Pada awal pagi, saya berasa teringin dan bersemangat hendak ke tempat kerja</i>	1	2	3	4	5
9. I feel happy when I am working intensely. <i>Saya berasa gembira apabila saya bekerja gigih.</i>	1	2	3	4	5
10. I am proud of the work that I do. <i>Saya rasa bangga terhadap kerja yang saya lakukan</i>	1	2	3	4	5
11. I am immersed in my work. <i>Saya 'tenggelam' dalam kerja saya</i>	1	2	3	4	5
12. I can continue working for very long periods at a time. <i>Saya boleh bekerja secara berterusan dalam masa yang panjang</i>	1	2	3	4	5
13. To me, my job is challenging. <i>Bagi saya, tugas saya adalah mencabar.</i>	1	2	3	4	5
14. I get carried away when I am working. <i>Saya terlupa diri apabila saya bekerja</i>	1	2	3	4	5
15. At my job, I am very resilient, mentally. <i>Di tempat kerja, saya sangat tabah, secara mental</i>	1	2	3	4	5
16. It is difficult to detach myself from my job. <i>Adalah sukar untuk melepaskan diri dari tugas saya</i>	1	2	3	4	5

17. At my work, I always persevere, even when things do not go well. <i>Di tempat kerja, saya sentiasa tabah, bahkan ketika sesuatu tidak berjalan dengan baik.</i>	1	2	3	4	5
--	---	---	---	---	---

SECTION H: GENERAL COMMENTS ON THE QUESTIONNAIRE

Please use the following space to write any comments you wish to add.

Sila gunakan ruangan berikut untuk menulis sebarang ulasan yang anda ingin tambah.

.....

.....

.....

.....

.....

.....

THANK YOU FOR YOUR KIND ASSISTANCE AND



COOPERATION

HAVE A NICE DAY!

UUM

Universiti Utara Malaysia

Appendix B: Letter to DG, MOH to Carry Out research in MOH Facilities

APPENDIX 5 Document Template 2

Rujukan kami:
Tarikh:

Pengarah [*Institusi / Hospital*]
[*Alamat institusi / hospital*]

YBhg Dato' / Tuan / Puan,

PERMOHONAN KEBENARAN PENGGUNAAN [*nama fasiliti*] UNTUK MENJALANKAN PENYELIDIKAN

Dengan hormatnya saya merujuk kepada perkara tersebut di atas.

2. Saya perlu menggunakan fasiliti YBhg Dato'/Tuan/Puan untuk aktiviti penyelidikan bertajuk, "[*nombor pendaftaran NMRR - Tajuk Penyelidikan*]". Penyelidikan ini telah diluluskan oleh Jawatankuasa Etika Penyelidikan Perubatan JEPP (*Medical Research Ethics Committee MREC*). Bersama-sama ini disertakan surat kebenaran MREC (Lampiran 1) dan kertas kajian (*protocol*) / makluman ringkas projek (Lampiran 2).

3. Pegawai dari fasiliti YBhg Dato'/Tuan/Puan yang terlibat dalam penyelidikan ini adalah seperti berikut: (jika berkenaan)

- i. [*nama pegawai #1*]
- ii. [*nama pegawai #2*]

4. Fasiliti/Jabatan di tempat YBhg Dato'/Tuan/Puan yang diperlukan adalah seperti berikut:

- i. [*Fasiliti/Jabatan #1*]
- ii. [*Fasiliti/Jabatan #2*]

5. Aktiviti penyelidikan yang akan dijalankan di fasiliti YBhg Dato' / Tuan / Puan adalah seperti berikut:

- i. [*aktiviti #1*]
- ii. [*aktiviti #2*]

Kami berharap mendapat kebenaran YBhg Dato' / Tuan / Puan.

Sekian, terima kasih.

Saya yang menurut perintah,

.....
(Nama Ketua Penyelidik)

s.k.

<Ketua Jabatan Ketua Penyelidik>

< Ketua Jabatan Tapak Penyelidikan

<Nama Penyelidik bersama (Co-Investigator) di lokasi berkaitan>

Protokol (full protocol)

LAMPIRAN 2

Ringkasan Projek Penyelidikan

Tajuk Penyelidikan:
Nama dan Jabatan Ketua Penyelidik:
Nombor pendaftaran NMRR:
Rujukan kelulusan MREC:
Tarikh mula penyelidikan:
Tarikh tamat penyelidikan:
Objektif penyelidikan:
Ringkasan metodologi penyelidikan:

APPENDIX 5 (b)

**MAKLUMBALAS PERMOHONAN KEBENARAN PENGGUNAAN < nama fasiliti >
UNTUK MENJALANKAN PENYELIDIKAN**

Tajuk Penyelidikan :
Nama dan Jabatan Ketua Penyelidik :

Pihak hospital/institusi dengan ini membuat keputusan seperti berikut :-

☐

Membenarkan projek penyelidikan dijalankan

☐

Tidak membenarkan projek penyelidikan dijalankan

"BERKHIDMAT UNTUK NEGARA"

Saya yang menurut perintah

.....
(<Ketua Jabatan di mana
penyelidikan akan dijalankan>)

.....
(<Nama Pengarah >)

S.K.

<Ketua CRC hospital >

<Nama penyelidik bersama (co- investigators) di fasiliti berkaitan (jika berkaitan)

Appendix C:

Investigator Agreement, Head of Department and Institutional Approval



INVESTIGATOR'S AGREEMENT, HEAD OF DEPARTMENT AND ORGANISATIONAL / INSTITUTIONAL APPROVAL
PERSETUJUAN PENYELIDIK DAN KEBENARAN KETUA JABATAN DAN PENGARAH ORGANISASI/INSTITUSI

This document is intended for online submission for formal research registration. It is issued as the Investigator's Agreement to participate in the research as well as the investigator's **Head of Department and Director's Approval**. Please upload this document in the required section in NMRR upon completion.

****Note:** This form is NOT to be used for obtaining permission to conduct the research at the named / selected study site(s).

Dokumen ini adalah untuk penghantaran 'online' mengikut prosedur rasmi pendaftaran penyelidikan. Borang ini dikeluarkan sebagai pengakuan penyelidik untuk menjalankan penyelidikan dan persetujuan serta kebenaran daripada **Ketua Jabatan dan Pengarah masing-masing**. Sila lengkapkan borang ini dan memuat naik ke dalam sistem NMRR di seksyen yang telah ditetapkan.

****Nota:** Borang ini BUKAN digunakan untuk tujuan mendapatkan kelulusan untuk menjalankan penyelidikan di lokasi kajian yang dipilih.

Research Title [Tajuk Penyelidikan]	THE RELATIONSHIP BETWEEN ISLAMIC RELIGIOSITY, ISLAMIC WORK ETHICS, AND ISLAMIC PERSONALITY ON JOB PERFORMANCE: MEDIATING EFFECT OF WORK ENGAGEMENT		
Research ID [Nombor Pendaftaran]	36657	Protocol Number (if available) [Nombor Protokol (jika ada)]	

INVESTIGATOR'S AGREEMENT [PERSETUJUAN PENYELIDIK]

I have understood the above mentioned proposed research and I agree to participate as an investigator and being responsible to conduct the research.

Saya faham atas cadangan penyelidikan di atas dan bersetuju untuk mengambil bahagian serta bertanggungjawab untuk melaksanakan penyelidikan tersebut.

Name [Nama]	NOVIA ZAHRAH
IC number [Nombor K/P]	891107615016
Institute [Institusi]	UNIVERSITI UTARA MALAYSIA (UUM)
Signature and Official stamp [Tandatangan dan Cop Rasmi]	
Date [Tarikh]	27 JULY 2017

HEAD OF DEPARTMENT AGREEMENT [PERSETUJUAN KETUA JABATAN]

I agree to allow the above named investigator to conduct the above titled research.


Saya bersetuju dan membenarkan pegawai seperti bernama di atas untuk menjadi penyelidik di dalam projek penyelidikan tersebut di atas.

Name of Head [Nama Ketua Jabatan]	
Signature and Official stamp [Tandatangan dan Cop Rasmi]	 ASSOC. PROF. DR. FAIZ AHMAD Deputy Dean School of Business Management College of Business Universiti Utara Malaysia
Date [Tarikh]	30/7/17

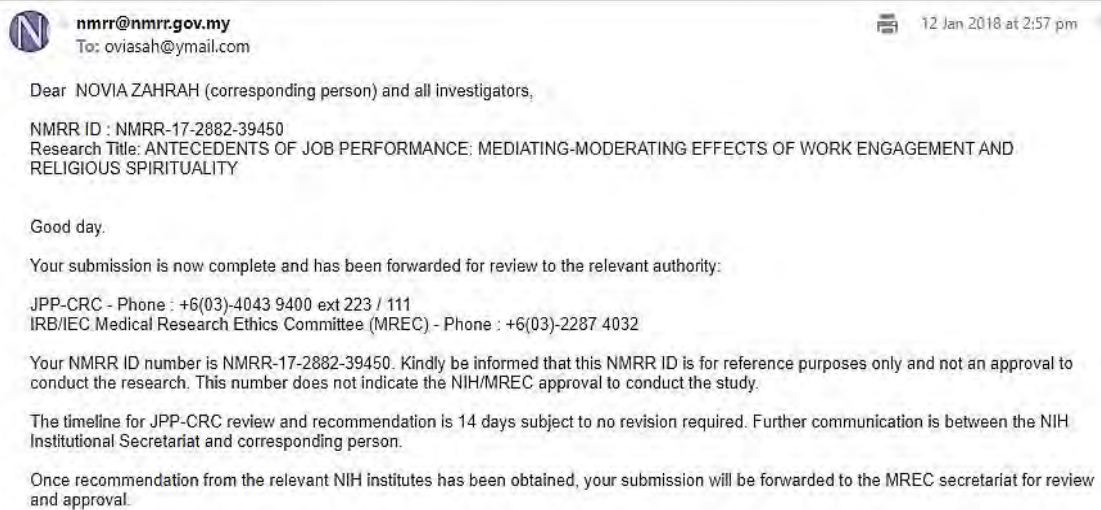
ORGANISATIONAL / INSTITUTIONAL APPROVAL [KEBENARAN ORGANISASI / INSTITUSI]

I acknowledge and approve the named officer to conduct the above titled research.

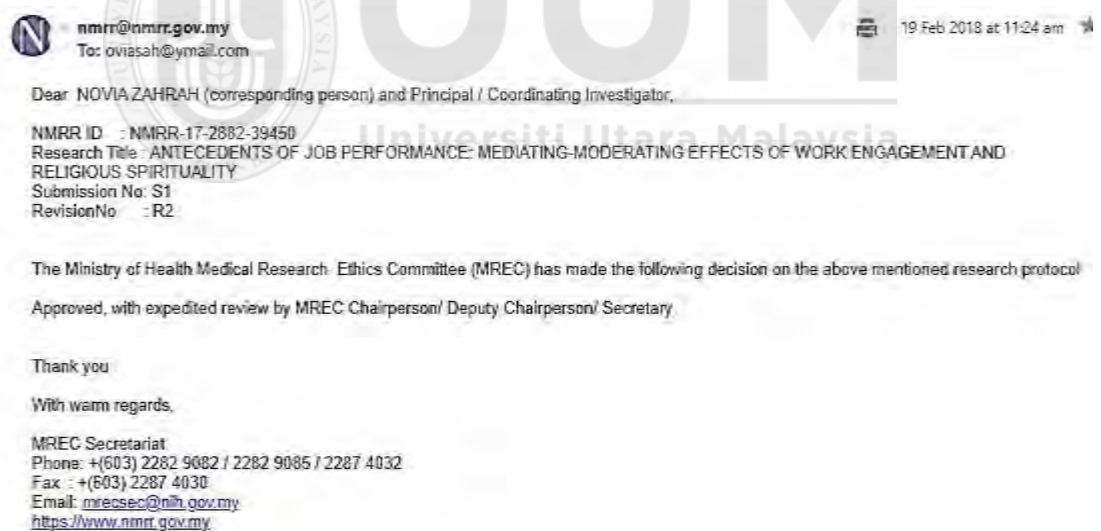
Saya mengesahkan dan mengambil maklum penglibatan pegawai ini di dalam penyelidikan tersebut.

Name of Director [Nama Pengarah]	
Signature and Official stamp [Tandatangan dan Cop Rasmi]	 PROF. DR. HILMAN ABDULLAH Dekan Pusat Pengajian Pengurusan Perniagaan Kolej Perniagaan Universiti Utara Malaysia
Date [Tarikh]	31.7.17

Appendix D: Registration with National Medical Research Registry (NMRR) and Acknowledgement



Appendix E: Letter of NIH Approval



Appendix F:
Letter of Approval from Medical Research Ethics Committee (MREC), MOH



JAWATANKUASA ETIKA & PENYELIDIKAN PERUBATAN
(Medical Research & Ethics Committee)
KEMENTERIAN KESIHATAN MALAYSIA
d/a Institut Pengurusan Kesihatan
Jalan Rumah Sakit, Bangsar
59000 Kuala Lumpur



Tel.: 03-2287 4032/2282 0491/2282 9065
03-2282 9062/2282 1402/2282 1449
Faks: 03-2282 0015

Ruj.Kami : KKM.NIHSEC.P18-76 (6)
Tarikh : 9-Februari-2018

NOVIA ZAHRAH
UNIVERSITI UTARA MALAYSIA (UUM)

YBhg. Dato' / Tuan / Puan,

SURAT KELULUSAN ETIKA: NMRR-17-2882-39450 (IIR)
ANTECEDENTS OF JOB PERFORMANCE: MEDIATING-MODERATING EFFECTS OF
WORK ENGAGEMENT AND RELIGIOUS SPIRITUALITY

Lokasi Kajian:

- i. HOSPITAL KUALA LUMPUR
- ii. HOSPITAL PULAU PINANG
- iii. HOSPITAL RAJA PERMAISURI BAINUN
- iv. HOSPITAL SULTAN ABDUL HALIM
- v. HOSPITAL SULTANAH AMINAH
- vi. HOSPITAL SULTANAH BAHYAH
- vii. HOSPITAL SULTANAH NUR ZAHIRAH
- viii. HOSPITAL SUNGAI BULOH
- ix. HOSPITAL TENGGU AMPUAN RAHIMAH KLANG

Dengan hormatnya perkara di atas adalah dirujuk.

2. Jawatankuasa Etika & Penyelidikan Perubatan (JEPP), Kementerian Kesihatan Malaysia (KKM) tiada halangan, dari segi etika, ke atas pelaksanaan kajian tersebut. JEPP mengambil maklum bahawa kajian tersebut hanya melibatkan pengumpulan data melalui:

i. Borang Soal selidik

3. Segala rekod dan data subjek adalah **SULIT** dan hanya digunakan untuk tujuan kajian ini dan semua isu serta prosedur mengenai *data confidentiality* mesti dipatuhi.

4. Kebenaran daripada Pegawai Kesihatan Daerah/ Pengarah Hospital dan Ketua-Ketua Jabatan atau pegawai yang bertanggungjawab di setiap lokasi kajian di mana kajian akan dijalankan mesti diperolehi sebelum kajian dijalankan. YBhg. Dato' / Tuan / Puan perlu akur dan mematuhi keputusan tersebut. Sila rujuk kepada garis panduan Institut Kesihatan Negara mengenai penyelidikan di Institusi dan fasiliti Kementerian Kesihatan Malaysia (Pindaan 01/2015) serta lampiran *Appendix 5* untuk templet surat memohon kebenaran tersebut.

5. Adalah dimaklumkan bahawa kelulusan ini adalah sah sehingga 8-Februari-2019. YBhg. Dato'/ Tuan/ Puan perlu menghantar dokumen-dokumen seperti berikut selepas mendapat kelulusan etika. Borang-borang berkaitan boleh dimuat turun daripada laman web Jawatankuasa Etika & Penyelidikan Perubatan (JEPP) (<http://www.nih.gov.my/mrec>).

- i. **Continuing Review Form** selewat-lewatnya dalam tempoh 1 bulan (30 hari) sebelum tamat tempoh kelulusan ini bagi memperbaharui kelulusan etika.
- ii. **Study Final Report** pada penghujung kajian.
- iii. Mendapat kelulusan etika sekiranya terdapat pindaan keatas sebarang dokumen kajian/ lokasi kajian/ penyelidik.

6. Sila ambil maklum bahawa sebarang urusan surat-menyurat berkaitan dengan penyelidikan ini haruslah dinyatakan nombor rujukan surat ini untuk melicinkan urusan yang berkaitan.

Sekian terima kasih.

"BERKHIDMAT UNTUK NEGARA"

Saya yang menurut perintah,



(DR HJH SALINA ABDUL AZIZ)

Pengerusi

Jawatankuasa Etika & Penyelidikan Perubatan

Kementerian Kesihatan Malaysia

mrecsec@nih.gov.my

03-2282 9085

Appendix G: Letter of Consent from Hospital Directors



HOSPITAL SULTANAH AMINAH JOHOR BARU
PUSAT PENYELIDIKAN KLINIKAL
(CLINICAL RESEARCH CENTRE)
TINGKAT 5, BANGUNAN INDUK
PERSIARAN ABU BAKAR SULTAN
80100 JOHOR BAHRU

Tel : 07-2257000 / EXT : 3496/2/82
 Faks : 07-2223017
 Website : www.crc.gov.my

3Barakat bilangan surat ini
 apabila manjawab

Novia Zahrah
Graduate School of Business
Universiti Utara Malaysia

Tuan/Puan,

MAKLUM BALAS PERMOHONAN KEBENARAN MENJALANKAN KAJIAN PENYELIDIKAN DI HOSPITAL SULTANAH AMINAH JOHOR BHARU (HSAJB) :-

No. Penyelidikan	: NMRR-17-2882-39450 (IIR)
Nama Penyelidik	: Novia Zahrah
Institusi/Jabatan	: Graduate School of Business
Tempat & Populasi Kajian	: Unit Kejururawatan, Hospital Sultanah Aminah
Tajuk Penyelidikan	: "The Antecedents of Job Performance : The Moderating – Mediating Effect of Religious Spirituality and Work Engagement"

Dengan hormatnya saya merujuk perkara di atas dan permohonan puan bertarikh 12 Mac 2018 adalah berkaitan:-

2. Kami mengambil maklum bahawa kajian ini telah memperoleh kelulusan dari Jawatankuasa Etika & Penyelidikan Perubatan (JEPPI/MREC). Daripada pihak hospital, Kami menyokong dan membenarkan kajian ini dijalankan di hospital kami, dengan syarat pemilihan sample dijalankan oleh pihak kami (Unit kejururawatan) supaya maklumat peribadi peserta tidak didedahkan. Untuk tujuan ini, sila berhubung dengan Malron Rafiah binti Ahmad di Talian 07-2257000 (ext 2810 – Unit Kejururawatan) untuk menyelaraskan proses pemilihan sample dan pengumpulan data. Pihak puan juga boleh menghubungi Unit Pusat Penyelidikan Klinikal (CRC)di hospital kami di talian 07-2257000 (ext 3849 – KJ Norazian Sulaiman) untuk perbincangan lanjut sekiranya perlu.
3. Pihak hospital ingin menegaskan bahawa segala rekod dan data adalah **SULIT** dan hanya boleh digunakan untuk tujuan kajian ini sahaja dan semua isu serta prosedur mengenal data. Pihak HSAJB berhak menarik balik kebenaran menjalankan kajian sekiranya pihak penyelidik mengingkari *data confidentiality*, memaksa pegawai-pegawai HSAJB ketika pengumpulan data dilaksanakan dan menyalahgunakan kebenaran kajian penyelidikan untuk penyelidikan yang lain. Semua perbelanjaan kajian (termasuk penyediaan kertas soal selidik dan pebelanjaan pengposan dokument) adalah di bawah tanggungan pihak puan.

Ruj. Tuan :
 Ruj. Kami : (06)CRC/ASA/03/18
 Tarikh : 3/10/2018

- 3 APR 2018

4. Untuk makluman pihak Puan, sebarang permohonan menjalankan kajian hendaklah dimajukan satu (01) bulan awal sebelum tarikh kajian hendak dilaksanakan.

Sekian untuk makluman, terimakasih,

"BERKHIDMAT UNTUK NEGARA"

"PENYAYANG, BEKERJA BERPASUKAN DAN PROFESIONALISMA ADALAH BUDAYA KERJA KITA"

Saya yang menurut perintah,



(DR. AMAN BIN RABU)

Pengarah Hospital

Hospital Sultanah Aminah Johor Bahru

s.k:

Matron Rothiah binti Ahmad

Ketua penyelia Jururawat Hospital

Dr Norhaliza binti Mohd Ali

Ketua Unit Pusat penyelidikan Klinikal (CRC) , HSAJB

Fall Kajian, Pusat Penyelidikan Klinikal (CRC), HSAJB



UUM
Universiti Utara Malaysia

**MAKLUMBALAS PERMOHONAN KEBENARAN PENGGUNAAN MENGEDARKAN
DAN MEGUMPULKAN SOAL SELIDIK UNTUK MENJALANKAN PENYELIDIKAN**

Tajuk Penyelidikan :

"Antecedents of Job Performance : Mediating – Moderating Effects of Work Engagement and Religious Spirituality"

Nama dan Jabatan Ketua Penyelidik : **Novia Zahrah (Principal Investigator),
Graduate School of Business, Universiti Utara Malaysia.**

Pihak hospital/institusi dengan ini membuat keputusan seperti berikut : -



Membenarkan projek penyelidikan dijalankan



Tidak membenarkan projek penyelidikan dijalankan

"BERKHIDMAT UNTUK NEGARA"

Saya yang menurut perintah


ROTHIAH BINTI AHMAD
UM20647
Ketua Penyelia Jururawat Hospital
Hospital Sultanah Aminah
Johor Bahru

(Rothiah binti Ahmad)
Ketua Penyelia Jururawat Hospital
Hospital Sultanah Aminah
Johor Bahru


Dr Aman bin Rabu
Pengarah Hospital
Hospital Sultanah Aminah
Johor Bahru

(Dr Aman bin Rabu)
Pengarah Hospital
Hospital Sultanah Aminah
Johor Bahru

S.K.
Ketua Unit Pusat Penyelidikan Klinikal, HSAJB

- 3 APR 2018

Appendix H: Informed Consent Form for Participant

PARTICIPANT INFORMATION SHEET AND INFORMED CONSENT FORM

(For adult subjects and interventional studies)

1. **Title of study:** Antecedents Of Job Performance: Mediating-Moderating Effects Of Work Engagement And Religious Spirituality
2. **Name of investigator and institution:** Novia Zahrah (PhD student of UUM). Participating sites are Hospital Abdul Halim, Hospital Sultanah Bahiyah, Pinang General Hospital, Hospital Raja Permaisuri Bainun, Hospital Kuala Lumpur, Hospital Tengku Ampuan Rahimah Klang, Hospital Sungai Buloh, Hospital Sultanah Aminah, and Hospital Sultanah Nur Zahirah.
3. **Name of sponsor:** Self-funding
4. **Introduction:**

You are invited to participate in this study because this study meant to investigate the behavior, competences, and performance of hospital nurses while dealing with the workload. The details of the research trial are described in this document. It is important that you understand why the research is being done and what it will involve. Please take your time to read through and consider this information carefully before you decide if you are willing to participate. Should you have any queries regarding this research, please do not hesitate to ask the researcher. After you are properly satisfied that you understand this study, and that you wish to participate, you must sign this informed consent form.

Your participation in this study is completely voluntary. You do not have to be in this study if you do not want to. You may also refuse to answer any questions you do not want to answer. However, as this study is important for me and for the hospital administrators in improving your work experience, I would like you to spend a little time to answer the questions. Your answers are very important to the accuracy of my study. All information given by respondent will be classified as **STRICTLY CONFIDENTIAL** and will be used for academic purpose only.

This study has been approved by the Medical Research and Ethics Committee, Ministry of Health Malaysia. Thank you very much for your cooperation and your views are highly appreciated.

5. What is the purpose of the study?

The purpose of this study is to examine the role of supervisor support, emotional-moral competence, religious spirituality, and work engagement in enhancing hospital nurses' job performance despite workload. This research is necessary because good emotional and physical health of nurses is important to be sustained while dealing with high quantitative demands, physical demands, and emotional demands during deliver healthcare and interaction with the patients.

A total of 250 hospital nurses of selected general hospitals from various regions in Malaysia will be participating in this study. The whole study will last about 2 months and your participation will be about 3 days (because the questionnaires that have been distributed will be collected by the researcher in the third day - expected time of questionnaire that has been answered evenly)

6. What kind of study products/procedures will I receive?

If you agree to participate in the study, the researcher will distribute the questionnaire and seeking your assistance in completing the questionnaire attached and asks you to spend a little time to answer the questions. After the questionnaire completed, the researcher will collect the questionnaire to be analyzed by the researcher by using the statistical tool (Smart-PLS). Briefly, this study only requires participants to answer the questionnaire and no other procedures required.

7. What will happen if I decide to take part?

[List the following where applicable:]

- a) *Instructions on how to take or administer study product/procedure and frequency.*

The researcher will put the questionnaires in an envelope and give it to the head of wards to be distributed to all staff nurses in the corresponding ward. The researcher also seeking your assistance (staff nurses who participate) in completing the questionnaire attached and asks you to spend a little time to answer the questions. After the questionnaire completed, the researcher will collect the questionnaire on the third day to be analyzed by the researcher. This study is a cross-sectional study, thus, the data will be distributed and collected at a single point in time or over a short period of time.

- b) *Types and frequencies of data that subject have to record personally (e.g. the frequency of workload, work engagement, etc.); how and where to record.*

The questionnaire will ask regarding participants' frequency of workload, perceived supervisor support, emotional-moral competence, religious spirituality, work engagement, and job performance in the workplace. Thus, this study will use the 5-point Likert scale ('1' for never to '5' for always).

8. When will I receive the trial product and how should it be kept?

You will be given the study product (questionnaire) over a short period of time. You must not give the product to anyone else or throw it away. The researcher will instruct you on how and where the product must be filled and keep. In the researcher's final visit (third day after distribution), you will need to bring back the study products to your study site to be collected by the researcher.

9. What are my responsibilities when taking part in this study?

It is important that you answer all of the questions asked by the researcher honestly and completely. There may be certain questions that you cannot understand or answer while participating in this study. The researcher will discuss those issues with you.

10. What kind of result will I receive after my participation in the trial?

The management might provide spiritual training for all hospital workforce (especially nurses) as suggested in this study.

11. What are the potential risks and side effects of being in this study?

There are no potential risks and side effects of being in this study.

The researcher will inform you in a timely manner about any changes about the study product (questionnaire) which may affect your willingness to continue in this study. Where necessary, you may be asked to re-consent to participate.

12. What are the benefits of being in this study?

There may or may not be any benefits to you. Information obtained from this study will help researchers, practitioners, and the management in improving nurses' competence in providing high-quality healthcare delivery.

13. What if I am injured during this study?

- (this is behavioral study, not clinical study)

14. What are my alternatives treatments if I do not participate in this study?

- (this is behavioral study, not clinical study)

15. Who is funding the research?

This study is self-funding. All questionnaires are provided by the researchers without getting any sponsorship.

16. Can the research or my participation be terminated early?

No. Since this study only conducted over a short period of time that there is no reason to be terminated early.

17. Will my information be kept private?

All your information obtained in this study will be kept and handled in a confidential manner, in accordance with applicable laws and/or regulations. When publishing or presenting the study results, all information given by respondent will be classified as **STRICTLY CONFIDENTIAL**, which will not be revealed without your expressed consent and will be used for academic purpose only.

Data from the study will be archived and analyzed by the researcher, but your identity will not be revealed at any time.

18. Who should I call if I have questions?

If you have any questions regarding this research, please do not hesitate to contact the researcher (Novia Zahrah) at telephone number 017-4885442.

If you have any questions about your rights as a participant in this study, please contact: The Secretary, Medical Research & Ethics Committee, Ministry of Health Malaysia, at telephone number 03-2287 4032.

INFORMED CONSENT FORM

Title of Study: Antecedents of Job Performance: Mediating-Moderating Effects of Work Engagement and Religious Spirituality

By signing below I confirm the following:

- I have been given oral and written information for the above study and have read and understood the information given.
- I have had sufficient time to consider participation in the study and have had the opportunity to ask questions and all my questions have been answered satisfactorily.
- I understand that my participation is voluntary and I can at anytime free withdraw from the study without giving a reason and this will in no way affect my future treatment. I am not taking part in any other research study at this time. I understand the risks and benefits, and I freely give my informed consent to participate under the conditions stated. I understand that I must follow the study doctor's (investigator's) instructions related to my participation in the study.
- I understand that the researcher (study staff), qualified monitors, and governmental or regulatory authorities will make sure that the study is conducted correctly and the data are recorded correctly. All personal details will be treated as **STRICTLY CONFIDENTIAL**.
- I will receive a copy of this subject information/informed consent form signed and dated to bring home.
- I agree/disagree* for my supervisor to be informed of my participation in this study. (*delete which is not applicable)

Subject:

Signature:

I/C number:

Name:

Date:

Investigator conducting informed consent:

Signature:



I/C number: 891107-61-5016

Name: Novia Zahrah

Date: 2 February 2018

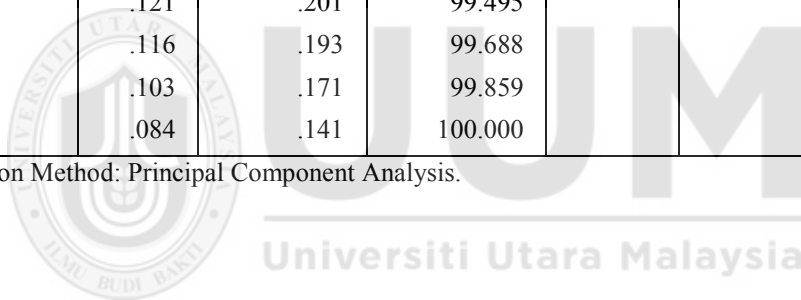
Appendix I: Common Method Variance (CMV)

Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	13.274	22.124	22.124	13.274	22.124	22.124
2	5.451	9.085	31.208			
3	4.254	7.090	38.299			
4	3.428	5.713	44.012			
5	3.186	5.309	49.321			
6	2.762	4.603	53.924			
7	1.775	2.959	56.883			
8	1.516	2.527	59.411			
9	1.340	2.233	61.643			
10	1.305	2.175	63.818			
11	1.160	1.933	65.751			
12	1.090	1.816	67.568			
13	1.026	1.710	69.277			
14	.927	1.546	70.823			
15	.916	1.527	72.350			
16	.861	1.435	73.785			
17	.778	1.297	75.083			
18	.754	1.256	76.339			
19	.734	1.223	77.562			
20	.721	1.202	78.764			
21	.663	1.104	79.868			
22	.653	1.089	80.957			
23	.637	1.062	82.019			
24	.597	.995	83.014			
25	.563	.938	83.952			
26	.545	.909	84.861			
27	.529	.881	85.742			
28	.485	.809	86.551			
29	.468	.780	87.331			
30	.451	.752	88.082			
31	.423	.705	88.788			
32	.419	.698	89.486			
33	.384	.640	90.126			
34	.369	.615	90.741			
35	.362	.604	91.346			
36	.347	.578	91.924			
37	.328	.546	92.470			
38	.314	.523	92.993			

39	.302	.504	93.497		
40	.282	.470	93.967		
41	.276	.460	94.427		
42	.261	.436	94.863		
43	.244	.407	95.270		
44	.240	.401	95.671		
45	.230	.384	96.055		
46	.225	.375	96.429		
47	.215	.359	96.788		
48	.201	.335	97.123		
49	.199	.331	97.454		
50	.189	.314	97.768		
51	.172	.287	98.054		
52	.167	.278	98.332		
53	.158	.263	98.595		
54	.147	.245	98.840		
55	.141	.236	99.076		
56	.131	.218	99.293		
57	.121	.201	99.495		
58	.116	.193	99.688		
59	.103	.171	99.859		
60	.084	.141	100.000		

Extraction Method: Principal Component Analysis.



Appendix J: Simple Slope Analysis Result

